

2024 Super T Aviation Accessibility Plan

General

Application

This Accessibility Plan has been prepared in accordance with the requirements of the Accessible Canada Act (S.C. 2019, c. 10) and its regulations (ACA).

Super T Aviation has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities.

Accessibility statement

SUPER T AVIATION is committed to treating all people in a way that allows them to maintain their dignity and independence. Our purpose is to advance how Canadians connect with each other and the world – including persons with disabilities. An important part of doing this is to identify, prevent, and remove barriers experienced by persons with disabilities.

Executive Summary

When it comes to accessibility, every action counts. This includes how we engage with our team members, customers, and business partners.

We live in a diverse nation, serve a diverse customer base and work with a diverse group of people. That is why we are committed to fostering an inclusive, equitable and accessible workplace where all team members feel valued, respected and supported.

We strive to foster a working environment that increases knowledge and awareness on important topics such as diversity and accessibility, with an emphasis on creating positive change.

We also strive to improve service for our customers, including persons with disabilities.

To help create this Accessibility Plan, SUPER T AVIATION consulted with a firm specializing in accessibility by those identifying as having disabilities.

Consultations

Our consultation approach focused on identifying accessibility barriers experienced by persons living with many different types of disabilities, and a survey was conducted by Adapt Mobility, a local specialist firm leading the way in assisting those identifying as having disabilities.

There were areas that were identified as having barriers and are listed in the Key Areas under The Built Environment.

Key Areas

SUPER T AVIATION's Accessibility Plan reflects barriers we identified as part of our consultation approach and details the actions we will take to identify, prevent and remove various barriers experienced by persons with disabilities.

There are also ongoing actions we must take to ensure we continue to make progress.

Our initial actions will focus on the areas outlined in the sections below. We will provide updates on our progress annually and adapt our plans as we identify new barriers and learn from our progress.

Employment

Resolving employment-related barriers helps ensure everyone has the same employment opportunities at SUPER T AVIATION. We are committed to a safe and supportive workplace and promoting a culture that values diversity, equity, inclusion and belonging.

No Barriers identified.

The Built Environment

Addressing barriers related to the built environment helps us ensure that people using our offices, buildings, and retail spaces have barrier-free access. We will continue our efforts to retrofit existing spaces and improve planning for new builds. We will work with our team members and external partners to better understand and address barriers experienced by persons with disabilities.

Identified Barriers:

Noise levels in certain spaces may create challenges for persons with disabilities.

The inner entry door is manually operated and requires an electronic door opener for handicap accessibility.

The following items were identified in the Accessible Washroom:

1. The grab rail on the wall next to the toilet needs to be replaced with a compliant one of 42 inches.
2. A second 42 inch grab rail is to be fitted behind the toilet.
3. The hot water pipes under the sink require insulation to prevent those in wheelchairs burning their knees when using the sink.
4. The washroom door must be self-closing.

Actions and timelines:

Imminently:

The electronic door push and all bathroom items will be completed within 3 months of the date of this document.

Ongoing:

Hearing protection will be available to all customers and visitors.

Information and Communication Technologies

By addressing information and communication technology-related barriers, we can achieve a high standard for digital accessibility. We apply a continuous improvement approach that endeavors to keep pace with technology advancements in our society. Our actions include plans to identify and resolve barriers found in our websites used by customers and team members.

No Barriers identified.

Communication, other than ICT

By addressing communication-related barriers, we will improve the accessibility of the documents that we create at SUPER T AVIATION.

No barriers identified.

The Procurement of goods, services and facilities

We endeavor to ensure our procurement practices address accessibility procurement barriers, and encourage the use of suppliers who are part of our supplier diversity program. When interacting with new and existing suppliers, we communicate our accessibility expectations and requirements.

No barriers identified.

The design and delivery of programs and services

By addressing the design and delivery of programs and service-related barriers, we aim to ensure persons with disabilities have unlimited access to all services provided by SUPER T AVIATION.

No barriers identified.

Transportation

As a commercial aviation operator, SUPER T AVIATION is dedicated to ensuring that all persons identifying as having disabilities are assisted in negotiating the barriers that are associated with small charter aircraft.

Identified Barriers:

Access and entry to small charter aircraft may be difficult for customers with disabilities due to their design.

Actions and timelines:

Ongoing:

SUPER T AVIATION staff members are always on hand to assist customers in entering and exiting aircraft and can provide ground transportation to the aircraft on the ramp.

Feedback Process

If there is any feedback on the Super T Aviation Accessibility Plan, or any barriers faced at Super T Aviation, please contact in person, or contact us by email at Contact-us@supertaviation.ca , or call (403) 548-6636 leaving your name, contact details and the nature of your feedback. Our dedicated Accessibility personnel will respond within 2 working days.

Conclusion

We believe we can make a real difference for persons with disabilities by addressing the barriers described in our Accessibility Plan. We are motivated by the opportunity to improve accessibility for our customers and team members, and to do our part to realize a barrier-free Canada.

As we implement our plan, we will continue to work and consult with persons with disabilities. We will publish an updated Accessibility Plan every three years, and communicate updates by publishing interim progress reports every year in between, in accordance with the ACA.

Terri Super
CEO
Super T Aviation

