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1 INTRODUCTION

1.1 ABOUT NIAGARA HELICOPTERS LIMITED

Niagara Helicopters Limited (NHL) is a tourism helicopter operation based in Niagara Falls, Ontario. It is almost exclusively a sightseeing operation, with very limited activities in charter flights, aerial surveillance, film and photography, external loads, and other specialty flying. Additionally, the company has been awarded several community service awards for providing helicopter assistance in search and rescue operations conducted by local police and firefighters over the years.

NHL places a strong emphasis on safety, efficiency, and the well-being of its workforce. By prioritizing these aspects, NHL not only ensures the protection of its employees, but it maintains the highest level of professionalism and quality in its services.

Fostering open communication and mutual respect amongst staff, clients, and suppliers is essential for building trust and maintaining strong relationships. Additionally, creating a workplace free from harassment and violence is crucial in ensuring the physical and emotional well-being of our employees.

NHL is committed to cultivating a positive, empowered, and inclusive work culture.

1.2 GENERAL

The NHL Accessibility Plan is developed in accordance with the Accessible Canada Act (ACA) and in keeping with the principles set out in Section 6 of the ACA, which include:

- Regardless of their disabilities:
 - All persons must be treated with dignity;
 - All persons must have the same opportunity to make for themselves the lives that they are able and wish;
 - All persons must have barrier free access to full and equal participation in society;
 - All persons have meaningful options and be free to make their own choices, with support if they desire.
- Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that person interacts with their environment and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.



1.3 FEEDBACK

NHL is committed to offering our accessibility plan in multiple formats, including print, large print, audio and electronic formats compatible with adaptive technology.

For inquiries and feedback, or to obtain a copy of our Accessibility Plan, or details regarding our feedback process, please contact Anna Pierce, VP & General Manager at:

Email: anna@niagarahelicopters.ca

Phone: (905) 357-5672

Mail: Niagara Helicopters Limited
3731 Victoria Avenue
Niagara Falls, Ontario
L2E 6V5

2 CONSULTATION

NHL recognizes the importance of consulting with individuals from the disabled community in the ongoing evolution of its Accessibility Plan.

In developing the Accessibility Plan, NHL targeted consultations with current and former employees who self identified as having accessibility challenges. Discussions were held in-person.

The following questions were asked:

1. What types of barriers have you encountered while working at NHL?
2. Which of those barriers do you feel is a priority to address first?
3. Do you have any suggestions on how we could remove those barriers?
4. While these issues are being addressed, are there other accommodations that would be helpful?
5. Do you think our feedback process meets your needs?

The purpose of these questions was to collect valuable input and encourage active participation from employees. Through this process, it was noted that there was a lack of accessibility notices on employment postings and at our main entrance. For information on how NHL will address these concerns, please consult Section 3 – Employment.

In demonstration of its commitment to accessibility initiatives NHL plans to continue to monitor the accessibility environment and aims to publish timely updates to its Accessibility Plan to reflect the outcomes of any future consultations. Overall, this proactive and inclusive approach sets a positive example for other organizations striving to improve accessibility and inclusivity in their workplaces.



3 EMPLOYMENT

NHL is committed to being an equal opportunity employer and to providing a safe and accessible workplace for all employees. Ensuring fair and equitable treatment of all applicants is essential in creating an inclusive work environment. By striving to eliminate discrimination and barrier to participation in the recruitment process, NHL demonstrates its dedication to providing opportunities for all. Part of this, for example, is achieved by ensuring that its operational hiring processes are strictly based on merit and qualifications.

With respect to the ACA, NHL's facilities allow for access to the first floor in all of our buildings, with office space available to accommodate employees working in any department.

NHL remains loyal in its commitment to making appropriate accommodations for employees with disabilities as needs arise, ensuring a seamless integration and full participation in the workplace.

We have identified the following barriers:

1. Our job postings did not mention our commitment to accessibility and inclusion or explain how to ask for disability-related accommodations.
2. At our main entrance, there is no information posted explaining who to contact for disability related matters.

We will action the following to remove and prevent these barriers:

1. Within 30 days of publishing our Accessibility Plan, we will add text to all our job postings that mentions our commitment to accessibility and inclusion and will provide a contact name to make a request for accommodations.
2. Within 30 days of publishing our Accessibility Plan, we will put up a poster at our main front entrance identifying who should be contacted for disability-related access matters.

4 BUILT ENVIRONMENT

The NHL main building and hangars were constructed with strict adherence to the applicable building codes.

In support of ACA requirements, our main building, for example, includes a reduced curb for wheelchair accessibility as well as an accessible washroom facility and a ramp to the Main Pad.

NHL has not identified any accessibility barriers in the built environment of its facilities but remains committed to providing appropriate accommodations when deficiencies are identified, striving for inclusivity for all. This includes a commitment to ensuring that existing accessible elements of our facilities are maintained to NHL's high standards for overall function and appearance.



5 INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

At NHL we believe that we are fully capable of supporting the basic technological needs of all of our employees. Where needed we are committed to investing in hardware and software that will enhance ICT infrastructure to ensure our work environment is free from barriers that may impede productivity.

NHL has not identified any accessibility barriers in its ICT infrastructure. NHL understands that a lack of familiarity with some of the challenges faced by individuals with disabilities may mean that shortcomings exist but simply have not yet been identified; NHL will therefore endeavour to continue work within the regulatory framework to monitor and assess the accessibility of its ICT infrastructure to ensure that it remains inclusive and effective for all stakeholders.

6 COMMUNICATION OTHER THAN ICT

NHL employs a variety of communication channels to effectively engage with its employees. By utilizing methods such as one-on-one conversations, team gatherings, company-wide emails, and bulletin boards, the company ensures that information reaches employees through multiple channels. We also engage our clientele through communications on our website, emails and in person.

Providing access to technology necessary for printing emails, resources, and publications demonstrates a commitment to inclusivity and ensures that all employees can access important information despite differences in their technological proficiencies.

NHL has not identified any stakeholders with challenges in accessing information but understands that the lack of familiarity with some of the challenges faced by individuals with disabilities may mean that shortcomings exist and simply have not yet been identified; NHL will therefore endeavour to continue to work within the regulatory framework to monitor and assess the accessibility of its communication methods to ensure that they remain inclusive and effective for all stakeholders.

7 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

NHL's approach to procurement, which focuses on operational efficiency, is crucial for ensuring efficient operations and effective resource management.

Clear documentation of duties, responsibilities, and legitimate requirements in job descriptions for these roles is essential for ensuring that employees understand their responsibilities and can perform their duties effectively. This transparency also helps in setting clear expectations and standards for performance.

Additionally, NHL's robust Health and Safety policy and procedures are integral for creating a safe work environment for warehouse and stores personnel. Prioritizing health and safety not only



protects employees from harm but also contributes to overall productivity and morale. By adhering to these policies and procedures, NHL demonstrates its commitment to the well-being of its workforce.

NHL has not identified any accessibility barriers in the context of its procurement process but will continue to work within the regulatory framework to monitor this environment to ensure any related concerns are addressed in a timely and effective manner.

8 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

NHL remains committed to upholding the highest standards for product and service excellence. Engaging in ongoing dialogue with both employees and clients is important in achieving this objective. By listening to the perspectives and feedback of those directly involved, NHL can gain valuable insights into areas where improvement may be needed and identify innovative approaches to address potential challenges.

This collaborative approach not only fosters a culture of continuous improvement within the company but also strengthens relationships with all stakeholders by demonstrating a commitment to meeting their needs and expectations. By actively seeking input from stakeholders, NHL can identify and implement solutions to minimize or eliminate barriers and risks, ultimately enhancing the quality and reliability of its programs and services.

NHL has not identified any accessibility barriers in the context of its design and delivery processes but will continue to work within the regulatory framework to monitor this environment to ensure any related concerns are addressed in a timely and effective manner.

In addition, NHL is committed to removing any barriers to access for our clients. In order to allow all abilities access to aerial views of Niagara Falls, the company has had a portable chair lift constructed to comfortably and safely allow those unable to climb into the aircraft to be transported level to their seat where they can be safely transferred into the helicopter.

9 TRANSPORTATION

NHL does not offer transportation services to the general public as defined in the Accessible Canada Act or the Transportation Act of Canada and as such, the standards for transportation are beyond the scope of this plan.

NHL will continue to monitor this environment to ensure that any applicable elements are addressed in a timely and effective manner.



10 REPORTING AND EVALUATION

NHL's commitment to complying with the Accessibility for Canadians Act (ACA) and the Accessible Canada Regulations by adhering to the prescribed three-year planning and reporting cycle is a proactive step toward ensuring accessibility and inclusivity within the organization.

- Year 1 – Publish accessibility plan and feedback process
- Year 2 – Publish progress report on the implementation of the plan
- Year 3 – Publish progress report
- Year 4 – Publish updated accessibility plan.