



## **GENERAL**

This progress report has been prepared by Niagara Helicopters 2024 Limited (Niagara Helicopters) to meet our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). It provides an update on the progress we have made in implementing our Accessibility Plan (2023-2026) and outlines the actions we have taken to identify, remove, and prevent barriers in our policies, facilities and employment practices

## **HOW TO PROVIDE FEEDBACK**

Niagara Helicopters 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:

Contact Name and Title: Anna Pierce, VP & General Manager

Email: [anna@niagarahelicopters.ca](mailto:anna@niagarahelicopters.ca)

Phone: 905-357-5672

Mail: Niagara Helicopters 2024 Limited  
3731 Victoria Avenue  
Niagara Falls, Ontario L2V 6V5

## **HOW TO REQUEST ALTERNATE FORMATS**

You can use the contact information above to request a copy of our feedback process description, or our Progress Report in these alternative formats, print, large print, audio, Braille 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 possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

## **FEEDBACK**

From January 1, 2024 to March 31, 2025, NIAGARA HELICOPTERS has not received any feedback through our accessibility feedback process from employees of members of the public. While no comments or concerns have been submitted to date, we remain committed to maintaining open and accessible channels for feedback as we are aware of the role that feedback plays in guiding improvements to our Accessibility Plan and overall organizational practices.



## **CONSULTATIONS**

As of this reporting period, Niagara Helicopters has not conducted any further formal consultations with persons with disabilities, other than the discussions held while developing our Accessibility Plan. While our operations context presents unique challenges in identifying traditional consultation opportunities, we recognize the importance for including diverse perspectives in shaping our accessibility efforts.

## **EMPLOYMENT**

In our initial Accessibility Plan, Niagara Helicopters identified the following barrier related to employment:

### **Barrier 1 – Job Postings**

Our job postings did not mention our commitment to accessibility and inclusion or explain how to ask for disability-related accommodations.

#### **Progress Update:**

Within 30 days of publishing our Accessibility Plan, Niagara Helicopters updated all active and future job postings to include a clear statement of our commitment to accessibility and inclusion. This statement also provides contact information for applicants to request disability-related accommodations during the recruitment process.

## **THE BUILT ENVIRONMENT**

In our initial Accessibility Plan, Niagara Helicopters identified the following barrier related to the built environment:

### **Barrier 1 – Main Entrance Signage**

There was no posted information at our main entrance indicating whom to contact for individuals seeking assistance and support.

#### **Progress Update:**

Niagara Helicopters installed signage at the main entrance of our facility that clearly displays contact information for accessibility-related assistance. This will help to ensure that individuals visiting our site know how to access support if needed.



## **INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)**

Niagara Helicopters has not identified any accessibility barriers in its ICT infrastructure. However, we acknowledge that limited familiarity with the experiences of individuals with disabilities may mean that some barriers have not yet been recognized. As such, we remain committed to considering applicable regulations as part of our broader effort to ensure that our ICT systems are inclusive, accessible and effective for all stakeholders.

## **COMMUNICATION OTHER THAN ICT**

To date, Niagara Helicopters has not identified any stakeholders experiencing challenges in accessing non-digital communications. However, we recognize that a lack of familiarity with the diverse needs of individuals with disabilities may mean that some barriers have not yet been identified. As such, Niagara Helicopters will continue to take relevant regulatory guidance into account and strive to keep all channels of communication accessible for everyone.

## **PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

Niagara Helicopters has not identified any accessibility-related challenges within its procurement practices. Even so, we will continue to stay informed about relevant standards and will address any concerns that may arise.

## **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

At present, Niagara Helicopters has not identified any accessibility barriers related to the design and delivery processes. Nonetheless, we will continue to monitor applicable regulations to identify and address any emerging concerns in a timely and effective manner.

## **TRANSPORTATION**

Niagara Helicopters does not provide transportation services to the general public as defined under the Accessible Canada Act or the Canada Transportation Act; therefore, transportation related accessibility standards fall outside the scope of this plan. However, Niagara Helicopters will continue to monitor regulatory developments to ensure that any applicable elements are identified and addressed in a timely and effective manner.



## **CONCLUSION**

Niagara Helicopters remains committed to advancing accessibility across all areas of our organization. Over the next twelve months, we will continue to monitor our progress to ensure that we are meeting the accessibility goals outlined in our plan and actively working to remove or prevent the remaining barriers we have identified.

We encourage feedback through our accessibility feedback process, as it plays a key role in helping us identify areas for improvement and ensuring our efforts are aligned with the needs of individuals with disabilities. All feedback received will be carefully reviewed by our Accessibility Coordinator and shared with the relevant departments for appropriate action and follow-up.

Niagara Helicopters will publish a second progress report in 2026 to provide an update on the continued implementation of our Accessibility Plan. Following that, we will release an updated Accessibility Plan that reflects our progress, incorporates feedback received, and outlines new priorities moving forward. Our goal is to foster a more inclusive, barrier-free organization for all.